Q/I Substance and Supply Procedures	Created: 10/6/2020 Updated:

OVERVIEW:

PURPOSE: To outline staff procedure for how to handle substances and supply deliveries onsite.

POLICY: Follow the below procedures for situations regarding substance use/discovery at Motel I/Q.

PROCEDURE:

Substances at Intake:

When a client arrives on-site, their items are scanned with a metal detector and bags are looked through to ensure no weapons are found. During this search, if drugs are found, staff are to explain options for safe alternatives i.e. MAT and discuss the safety procedures of the site then dispose of the substances appropriately.

- For very small or trace amounts, substances can be disposed of on site. For larger quantities, the local Sheriff's department is to be contact
- No information is to be shared about the client with police. Only that substances were found on site and need to be disposed of. Police will share instructions and/or come pick up the substances.
    - Needles are to be disposed of in a sharp's container.

Substance Use Suspected in Rooms:

If staff have reason to believe that clients are engaging in substance use inside their rooms, with 1 LAFH staff member and 1 HHH staff member, staff are to speak with the client about safety and health from a harm reduction lens. Options for safe alternatives should also be discussed at this time and continued throughout the clients stay. If a client is using intravenous substances, clean needles can be provided to ensure safety.

Staff are to monitor the client closely, communicate substance use with other teams on site, and ensure staff know the signs and procedures for overdose. All interactions should be documented in the client's file.

How Clients Order Supplies:

At the Q/I site food, snacks, supplies, and harm reduction items (alcohol, marijuana, and cigarettes) are delivered on a schedule.

At intake, clients are given a welcome packet that explains the rules, contact numbers, and processes. These are also posted in the rooms on the door/wall.

Clients are provided a phone if they do not already have one. Clients call designated numbers to order items that they need (ex. water, cigarettes, snacks, hygiene products, and harm reduction items) up until 15 minutes prior to the scheduled delivery time.

Staff documents orders in a notebook as clients call in orders. Previously delivered harm reduction items are recorded at the top of the page to ensure clients are not receiving those items at back to back delivery times.

Any rooms that are NOT to receive harm reduction items by direction of the medical staff, are notated on our No Substance List (attached to the notebook) to keep track as clients call in orders.

In the 15 minutes prior to delivery, staff begins preparing the snack bags with the requested items.

If clients order from an outside source (family, friends, delivery service), orders are to be looked through to ensure nothing dangerous is being brought on site. If anything is found, clients are to be informed they may not have those on site and given the options to have it locked up for them or have someone come pick it up. If substances, follow the same procedure as stated in the intake section.

Delivering Supplies:

Clients can order anything they need at each delivery time with the exception of harm reduction supplies.

As a standard, harm reduction items are only to be ordered every other delivery time where special orders can be placed. This results in a maximum of 3 times daily. (Exceptions are made in collaboration with medical staff due to medications, withdrawal symptoms, behavior, etc.)

Delivery Schedule:

8:00am: ONLY Meals, coffee, and Cigarettes (if desired)
10:00am: Special Orders
12:00pm: Special Orders
2:00pm: Special Orders
5:00pm: Special Orders
8:00pm: Special Orders
10:00pm: Special Orders. (Last delivery of the night)

Example of harm reduction item order:

- A client who drinks alcohol could order 1 drink (1 shot or 1 beer) at 10:00am, 2:00pm, and 8:00pm OR 12:00pm, 5:00pm, and 10:00pm at a maximum without approval from medical staff.